In the Claims:

1. (original) A method of simplifying the technical infrastructure deployed in a system for processing questions sent from a mobile telephone over a wireless bearer, comprising the following steps:

(a) receiving a question sent from the mobile telephone;

(b) handling that question by sending it out for review by one or more human researchers to compose an answer;

(c) sending the answer in plain text to the mobile telephone;

wherein the question is not restricted to any category of question types, is expressed in natural language and is sent using a premium rate text service.

2. (original) The method of Claim 1 in which the step of handling includes the step of handling the question at a first computer that (i) searches a database of previously generated answers for answers that match the question; (ii) automatically generates a list of potential answers to the question from the database; and (iii) automatically sends the unanswered question, together with the list of possible answers, out for review by at least one of the human researchers, who then selects one of the answers in the list or uses the list of possible answers together with information from the on-line information resources to compose an answer.

3. (original) The method of Claim 2 in which the researcher investigates and writes an answer using the on-line information resources if none of the answers in the automatically generated list of possible answers is suitable.

4. (original) The method of Claim 2 in which the first computer automatically determines the correct answer and automatically sends the answer as a message to the mobile telephone.

5. (currently amended) The method of ~~any preceding~~ Claim 2 [[- 4]] in which the question is sent from a mobile telephone by the user calling a premium voice service and having the question recorded and then sent to the first computer.

6. (original) The method of Claim 5 in which the question is first translated into text by the researcher before being submitted to the first computer for processing.

7. (currently amended) The method of ~~any preceding~~ Claim 1 [[-5]] in which the question includes an image and the image is then understood, matched, and translated.

8. (currently amended) The method of ~~any preceding~~ Claim 2 [[~~6~~]] in which a web based interface is used by the or each researcher and that interface displays the question and the list of possible answers selected by the first computer.

9. (original) The method of Claim 8 in which the web based interface also displays a countdown timer.

10. (currently amended) The method of ~~any preceding~~ Claim 1 in which the researcher summarises the answer succinctly to fit into a maximum of 160 characters.

11. (currently amended) The method of ~~any preceding~~ Claim 2 ~~and any claim dependent on Claim 2~~ in which each answer is stored in the database of previously generated answers at the first computer.

12. (currently amended) The method of ~~any preceding~~ Claim 1 in which a two tier system of researchers is used, with frontline researchers attempting to answer all questions initially and passing hard questions to senior researchers.

13. (original) The method of Claim 12 in which frontline researchers have a maximum predefined time to answer each question and can reject the question earlier if they know they cannot answer it.

14. (original) The method of Claim 13 in which, if a frontline researcher fails to answer the question, it goes to another frontline researcher and, after a predefined number of unsuccessful attempts by frontline researchers to answer the question, the question goes on a "Hard Question" list which senior researchers work from.

15. (currently amended) The method of ~~any preceding~~ Claim 1 in which all researchers have access to an Instant Messaging system that allows them to chat to each other over the internet if they need help answering a question.

16. (original) The method of Claim 2 in which the first computer deploys algorithms for one or more of: spell checking of answers; content level checking of answers.

17. (original) The method of Claim 2 in which the first computer monitors the performance of the answer generating method and provides statistics on

one or more of: question rate, rate of answering, time taken to answer by each researcher, hours logged by each researcher.

18. (currently amended) The method of ~~any preceding~~ Claim 1 in which the researcher is automatically provided with a list of recent (or all) previous questions and associated answers sent from a given user when answering a new question from that user.

19. (currently amended) The method of ~~any preceding~~ Claim 1 in which the researcher is automatically provided with an indication of the current location of the user.

20. (currently amended) The method of ~~any preceding~~ Claim 1 in which the question and answer are sent using SMS.

21. (currently amended) The method of ~~any preceding~~ Claim 1 [[- 19]] in which the question and answer are sent using EMS or MMS.

22. (currently amended) The method of ~~any preceding~~ Claim 1 [[- 21]] in which the question and answer are sent using GPRS, CDMA, or W-CDMA data connections.

23. (currently amended) The method of ~~any preceding~~ Claim 1 in which the premium rate service is either mobile originating (MO) or mobile terminating (MT).

24. (currently amended) The method of ~~any preceding~~ Claim 1 in which a different question is sent as a premium rate voice message.

24. (currently amended) An answer message sent as the final step in the method of processing questions as defined in ~~any preceding~~ Claim 1 [[- 23]].

25. (original) A mobile telephone when displaying an answer message as defined in Claim 24.